

## Downtime Announcement From Informatics

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| <b>Sites Affected</b>    | <ul style="list-style-type: none"><li>• All sites</li></ul>   |
| <b>Services Impacted</b> | <ul style="list-style-type: none"><li>• CTS Telerad VPN</li><li>• Internet connection<ul style="list-style-type: none"><li>○ GroupWise WebAccess</li><li>○ Internet browsing</li><li>○ Internet bound email</li><li>○ Mobile phone email and calendar access</li><li>○ Citrix</li></ul></li></ul>   |
| <b>Note:</b>             | Up to a 3 minute outage within the downtime window  |
| <b>When</b>              | Date: Wednesday, November 24, 2021<br>Start Time: 21:00 hrs EST<br>End Time: 02:00 hrs EST  |
| <b>Action Required</b>   | <p><b>Prior to Downtime:</b></p> <ul style="list-style-type: none"><li>• Ensure that you log out of the affected systems and applications 15 minutes prior to when those systems and applications will become unavailable.</li></ul> <p><b>Following Downtime:</b></p> <ul style="list-style-type: none"><li>• Reboot or restart your computer</li><li>• Once the computer has finished restarting, log in again.</li></ul> |

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Thunder Bay Regional  
Health Sciences  
Centre



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### Why

- Tbaytel is performing maintenance on their network
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**Ensure this information is distributed / posted for all affected staff.**

**Questions or comments?** Contact TBRHSC IT Service Desk.  
(807) 684-6411 | 1-888-291-9636 | [help@tbh.net](mailto:help@tbh.net)